

# DMH Claim Processing Improvement Initiatives: Environmental Scan – January 2009



**Purpose:** This diagram attempts to reflect the various work groups, committees, and task forces focused on the mental health claims payment system. The attached spreadsheet describes the mission of each team in this diagram. This documentation will be used in 2008-09 to evaluate the effectiveness and efficiencies of these 22 system review initiatives.—County-State Claims Payment Processing Improvement Task Force

After evaluating the progress of these initiatives, the following groups have successfully completed their tasks and have been sunset (noted in gray below): County-State Claims Payment Processing Improvement Task Force, Fiscal Services Management (Internal) Workgroup, Appeals Process Subcommittee, and the Social Rehabilitation Reimbursement Subcommittee. For more details, see attached spreadsheet.

**CHHS  
Agency**

SD/MC Advisory  
Committee  
DHCS-DMH-ADP

**DMH Director's Office**

**CMHDA**

Contract Negotiation  
Subcommittee

**DMH Community  
Services Division**

**DMH IT**

**DMH Admin./Fiscal**

**Program  
Compliance**

Behavioral Health  
IT Coalition

County-State Claims  
Payment Processing  
Improvement Task Force

Deficit Reduction Act  
Subcommittee

SD/MC Claiming  
Systems Workgroup

Accounting & Waiver  
Unit Workgroup  
DMH-DHCS

Determinations  
Subcommittee

Collaborative HIPAA  
Implementation  
Project (CHIP)

SD/MC II  
Steering Committee

EPSDT Statewide  
PIP Data Workgroup

County-Vendor SDII  
Weekly Workgroup  
Call

Appeals Process  
Subcommittee

Social Rehab.  
Reimbursement  
Subcommittee

CMHDA Financial  
Services  
Committee

Fiscal Services  
Management  
(Internal) Workgroup

Electronic Health  
Records  
(MHSA-IT Workgroup)

Medi-Cal Claims  
Customer Service  
Unit (MedCCC)

CMHDA  
IT Committee

Medi-Cal Mental  
Health Services  
(External) Workgroup

Medi-Cal Cost  
Settlement  
Project Team

CMHDA Medi-Cal  
Policy  
Workgroup



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Workgroup Name	Sponsor	Lead	Purpose
Accounting & Waiver Unit Workgroup	DHCS	Dina Kokkos-Gonzales dina.kokkos@dhcs.ca.gov  Sara Murillo (916) 653-0932 sara.murillo@dmh.ca.gov	To facilitate SD/MC invoice improvements and shorten payment timelines.
Appeals Process Subcommittee (Sunset 12/08)	DMH	Stan Bajorin (916) 654-2381  stan.bajorin@dmh.ca.gov	To evaluate the DMH EPSDT financial audit appeals process to improve organizational process, regulatory clarity, and education/training needs. The group has developed recommendations and presented them to the Workgroup for consideration. The Appeals Subcommittee is sunset as the implementation of AB 1780 begins.
Behavioral Health IT Coalition	Counties	Duane Henderson (Butte County)	Although this group has yet to be formally launched, its proposed goal is to bring together DMH, ADP, DHCS, Counties, Providers, and Consumers to work together on pressing projects that require large scale collaboration (e-health records, health information exchange, etc.). This takes place a level below policy level, and serves mainly as a coordination of information and resources.
CMHDA Financial Services Committee	CMHDA	Don Kingdon (916) 556-3477 x120  dkingdon@cmhda.org	To review mental health financial policy issues and make recommendations to the CMHDA Governing Board.



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Workgroup Name	Sponsor	Lead	Purpose
CMHDA IT Committee	CMHDA	Jim Featherstone & Mark Refowitz  contact: Erin Riggs (916) 556-3477 x112 eriggs@cmhda.org	To seek innovative and creative opportunities in order to improve information technologies on behalf of the county mental health systems. To this end, the IT Committee will work to facilitate an environment for information sharing between counties and the State, respond to major IT initiatives impacting the county mental health system, and educate information systems personnel, departments, and directors about the latest IT changes in an ever-changing technologically advanced world.
CMHDA Medi-Cal Policy Workgroup	CMHDA	Jerry Wengerd & Suzanne Tavano  contact: Don Kingdon (916) 556-3477 x120 dkingdon@cmhda.org	To review and monitor all aspects of counties' responsibilities associated with the Medi-Cal Specialty Mental Health managed care program, and to make recommendations to the Governing Board regarding policy and implementation.
Collaborative HIPAA Implementation Project (CHIP)	DMH	Vonnie Ryser (916) 654-0497  vonnie.ryser@dmh.ca.gov	Technical discussion of SD/MC HIPAA claim transactions.  Note: The status of this group is currently pending. The group is not currently meeting, but may have a purpose after the implementation of SD/MC Phase II.



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Workgroup Name	Sponsor	Lead	Purpose
Contract Negotiation Subcommittee (Scheduled to Sunset 07/09)	DMH	Cynthia Rodriguez (916) 654-2319 cynthia.rodriguez@dmh.ca.gov	Negotiations provisions of the tri-annual contract between the Department of Mental Health (DMH) and Mental Health Plans (MHP) and may be expanded in the future to include negotiation of other contracts between MHP's and DMH. The Workgroup met with DMH Executives to discuss TBS, and UR/UM provisions and the impact to the contract. The administrative portion is complete, and DMH and county representatives are making great progress on the payment provisions.
County-State Payment Processing Improvement Task Force (Sunset 01/09)	DMH/ CMHDA	Sean Tracy (916) 651-1281 sean.tracy@dmh.ca.gov  Don Kingdon (916) 556-3477 x120 dkingdon@cmhda.org	To develop ways to improve the county and state claims payment processing systems. This task force will monitor and assist in the implementation of DMH corrective actions in response to OSAE's report, "Review of Claims Processes for the California Department of Mental Health's Short-Doyle/Medi-Cal Programs." This task force is going to be sunset to allow for a new larger system-wide discussion under the leadership of Stan Bajorin, DMH Administrative and Fiscal Services Deputy Director. Any additional claiming issues may be addressed in other workgroups.
County-Vendor SDII Weekly Workgroup Call	DMH	Toquyen Collier (916) 654-2709 Toquyen.Collier@dmh.ca.gov	To give county and vendor representatives the opportunity to preview upcoming Short/Doyle Medi-Cal Phase II changes and to provide feedback about their impact on the counties.



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Workgroup Name	Sponsor	Lead	Purpose
Deficit Reduction Act (DRA) Subcommittee	DMH	Rita McCabe (916) 651-9370 rita.mccabe@dmh.ca.gov	Analyze impact of the provisions of the DRA on the specialty mental health program. DMH is developing an issue paper for DHCS regarding the 1915i option (a state plan option, Home and Community based waiver). The subcommittee will reconvene to establish next steps once the issue paper is completed (approximately February 2009).
Determinations Subcommittee	DMH	Stan Bajorin (916) 654-2381 stan.bajorin@dmh.ca.gov  Carolynn Michaels (916) 445-0120 carolynn.michaels@dmh.ca.gov	To establish a DMH team, including other appropriate departments (DHCS) which will review the current consequences and determinations associated with the EPSDT chart audit disallowances. From the evaluation, determine what consequences should remain, be removed, be added, or changed. Key stakeholders (CMHDA, Providers) will be involved as necessary to provide information to the Department. The work of the group is nearly complete and the group is working on the final recommendations when CMHDA wrote to the Director to request Administrative Relief from the EPSDT Chart Reviews and MHP System Reviews. DMH Program Compliance has been tasked with reviewing progress on reducing the work efforts that the MHPs must do to comply with our reviews. This work is in progress.
DMH Medi-Cal Mental Health Services (External) Workgroup	DMH	Sean Tracy (916) 651-1281, sean.tracy@dmh.ca.gov	To sponsor a high-level forum that will offer leaders within the Medi-Cal mental health systems an opportunity to share information, collaborate and provide recommendations about improvements to the Specialty Mental Health fiscal, IT, and program delivery systems.



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Workgroup Name	Sponsor	Lead	Purpose
E-Health Records (MHSA-IT Workgroup)	DMH	Denise Blair CIO/Information Technology (916) 651-3084  denise.blair@dmh.ca.gov	Electronic Health Records (EHR) systems will interface with the DMH claiming system. EHR systems will include edits and processes that will improve claiming quality. EHRs will also provide information regarding services and outcomes.
EPSDT Statewide PIP Data Workgroup	DMH	Rita McCabe  (916) 654-5722  rita.mccabe@dmh.ca.gov	To research and evaluate data to be used in the Statewide Performance Improvement Project (PIP).
Fiscal Services Management (Internal) Workgroup  (Sunset 10/08)	DMH	Sean Tracy (916) 651-1281,  sean.tracy@dmh.ca.gov	To recruit and create an enterprise-wide DMH workgroup involving multiple divisions in order to develop and implement corrective action plans and tools to support control self-assessment management models and to improve fiscal services and program operations within DMH and DHCS. The FSM will also enhance internal collaboration and communication regarding program initiatives, resources, issues and ideas. Achieved goals/deliverables, therefore sunset on October 24, 2008.
Medi-Cal Claims Customer Service Unit	DMH	Stan Bajorin (916) 654-2381  stan.bajorin@dmh.ca.gov	To answer Medi-Cal Claims questions from county mental health offices.  The MedCCC can be contacted at (916) 651-3283 or MedCCC@dmh.ca.gov.



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Workgroup Name	Sponsor	Lead	Purpose
Medi-Cal Cost Settlement Project Team	DMH	Stan Bajorin (916) 654-2381 stan.bajorin@dmh.ca.gov	Evaluate current cost settlement process to ensure that DMH provides reimbursement to counties for Specialty Mental Health treatment costs in a fair, timely, and efficient manner within the budgetary and timing constraints of State and local government and in accordance with federal statutes and regulations.
SD/MC II Advisory Committee	CHHS OHII	DMH Contact: Denise Blair (916) 651-3084 denise.blair@dmh.ca.gov	Discuss Phase II pending issues with CHHS, DHCS, ADP, and other CIOs involved with this system.
SD/MC Claiming System Workgroup	DMH	Toquyen Collier (916) 654-2709 Toquyen.Collier@dmh.ca.gov	To address SD/MC claiming system issues and planning. It is for counties and DMH to collaborate and resolve issues in the existing SD/MC system, changes to the system, and to provide updates to the upcoming SD/MC Phase 2 project. Deadlines for changes to the SD/MC system are discussed to assist Counties in planning changes to their Claim submission processes.
SD/MC II Steering Committee	DMH	Sean Tracy (916) 651-1281, sean.tracy@dmh.ca.gov	The purpose of this steering committee is to work with the Department of Healthcare Services (DHCS) and ADP to ensure the successful implementation of the SD/MC Phase II system. This will be achieved by collaborating, communicating, and coordinating across divisions in order to fully participate in the conceptualization and creation process. Thereby DMH will ensure that the Department and counties' business needs are met. This Steering Committee will monitor and assist in the business and IT development of the new SDII system.



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Workgroup Name	Sponsor	Lead	Purpose
Social Rehabilitation Reimbursement Subcommittee (Sunset 12/08)	DMH	Jim Hill (916) 445-1570 walter.hill@dmh.ca.gov	Determine potential costs that might be deductible from crisis residential programs for Medi-Cal reimbursement purposes according to law and regulation. Work is complete pending the development of this proposal. DMH will continue to work with CASRA as needed.